

TO: Secretary Paige
FROM: COO Greg Woods
RE: FSA Weekly Report
DATE: May 6, 2002

THE WEEK AHEAD

Perkins Loan eNotes: During the week of May 6, 2002, electronic promissory notes for the Perkins Loan Program will be made available to our school customers. Participating schools can use these notes with their students to enable electronic signatures in web-based processes beginning with the 2002-2003 school year.

FSA CIO Technology Seminar: On May 8, FSA CIO will inaugurate the first in a series of FSA CIO Technology Update Seminars. The seminars are for collegiate CIOs, technology VPs, guaranty agency, lender and servicer executives. The seminar will focus on FSA Portals Strategies, Security and e-Authentication, XML, IBM .net and Siebel approaches to FSA modernization implementation.

KEY NEWS

Financial Partners Portal: FSA's Financial Partners Portal went live this past week. Focus groups are being set up in May and June to review suggested enhancements and technical additions, which will facilitate integration with other systems within FSA.

Internal Review: Control over SSNs - On April 30, an entrance conference was held for the Audit of Controls Over the Access, Disclosure and Use of SSNs (A19-C0006). This audit is part of the President's Council on Integrity and Efficiency (PCIE) government-wide review of controls over SSNs. The work on this audit is scheduled to begin immediately with a Final Report date planned for September 30, 2002.

Electronic Customer Relationship: May 2 marked the first day that Direct Loan Servicing handled a borrower call with the new eCRM (electronic customer relationship management) tool, Siebel. With eCRM, borrower information is routed, along with the call, to the next available customer service representative. That representative has access to clear language information, counseling scripts, and a host of tools and information to support the borrower. Our first call was a borrower requesting an address change and we successfully met his expectations.

RESOLUTION OF KEY ISSUES

Nothing to report.

PUBLIC AFFAIRS ACTIVITIES

Nothing to report.

REGULATORY ACTIVITIES

Nothing to report.

POLICY DOCUMENTS

Nothing to report.

GRANT ACTIVITIES

Nothing to report.

ON THE HORIZON

Nothing to report.

CONTACT INFORMATION

Please contact Karen Santos Freeman at 377-4001 with any questions.